



## *QUALITY MANAGEMENT IN PUBLIC ADMINISTRATION*

### *TRAINING SEMINARS 2010*

#### **The CAF External Feedback and Label: Training on the Delivery of External Feedback**

Maastricht, 1-2 March 2010 and 13-14 April 2010

#### **Target Group:**

The newly created CAF External Feedback Procedure needs people (CAF External Feedback Actors) to judge the CAF self-assessment and its impact on an organisation, thereby providing useful feedback.

External Feedback Actors need to have a broad knowledge and experience of management and change processes in public sector organisations. The actor can gain the necessary competencies from a variety of sources including work experience, previous assessment experience (with CAF or EFQM), education and training.

#### **Description**

Since the launch of the CAF in 2000, its implementation and use has shifted from a self-evaluation (making a good diagnosis of the organisation), to making improvements based on this diagnosis. But organisations applying the CAF also wanted to see the results of all their efforts and were looking for feedback. In order to provide organisations with this feedback, the CAF External Feedback Procedure has been created by the EU Member States.

This CAF External Feedback Procedure, which is made available to CAF users, aims – by means of external assessment – to verify the quality and effectiveness of CAF implementation. This feedback is given by peers and/or external experts: the so-called CAF External Feedback Actors.

In order to be selected by a national organiser as a CAF External Feedback Actor, candidates have to follow an approved training course.

**Method:** A mixture of presentations, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

**Objectives:** At the end of the seminar the participants should be able to

1. analyse the implementation of CAF through the process of self-assessment and improvement actions and assess whether the organisation is installing TQM values;
2. give feedback and suggestions regarding the implementation of CAF, its strengths, weaknesses and how it could be improved;
3. support and renew the organisation's enthusiasm to work with holistic quality development and self-assessment using the CAF model;
4. be a candidate for selection as a CAF External Feedback Actor in his/her country.

**Fee:** € 800

**Language:** English

**URL:** <http://seminars.eipa.eu/en/activities09/show/&tid=3632>



## The Common Assessment Framework and the Balanced ScoreCard

Maastricht, 16-18 June 2010

**Target Group:** Trainers as well as quality and change managers involved in introducing quality management techniques and management tools in the public sector (ministries, agencies, regional and local administrations, education, police, healthcare, etc.).

**Description:** The Common Assessment Framework (CAF) is a total quality management tool (TQM) based on the Excellence Model of the European Foundation for Quality Management and the model of the German University of Administrative Sciences in Speyer. It has been specifically designed for the development of TQM in public sector organisations, starting with a self-assessment of their organisational performance. Since the launch of the first version in 2000 and the revised version in 2002, more than 1850 organisations in many European countries have implemented the CAF. Many lessons have been learned and have led to the third revised version, the CAF 2006. This CAF training will be based on the CAF 2006 version.

In the same period, the Balanced ScoreCard was discovered by the public sector and adapted; it is now increasingly being used. This training will discuss both tools, compare their specific characteristics and consider the most appropriate way to use them. Should the CAF and BSC be used in an integrated way or should they be used separately, each model delivering the benefits it was designed for? In doing so, how can both models complement each other? Cases from different countries will illustrate how both tools strengthen the performance of public sector organisations.

**Method:** A mixture of presentations, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

**Objectives:** At the end of the seminar the participants should have a clear understanding of

- the CAF 2006 quality model itself, the self-assessment process and the impact on the organisation;
- the Balanced Score Card as used in the public sector;
- the key points of difference in approach, process and benefits;
- their common features;
- how to implement them together.

As a result, the participants will be better prepared to implement the CAF and BSC in public sector organisations.

**Fee:** € 990

**Language:** English



## Quality Management in the Public Sector: The Common Assessment Framework in Action

Barcelona, 7-8 October 2010

**Target Group:** Trainers as well as quality and change managers involved in introducing quality management techniques in the public sector (ministries, agencies, regional and local administrations, education, police, healthcare, etc.).

**Description:** The Common Assessment Framework (CAF) is a total quality management (TQM) tool specifically designed for the development of TQM in public sector organisations starting with a self-assessment of their organisational performance. Since the launch of the first version in 2000 and the revised version in 2002, more than 1000 organisations in many European countries have implemented the CAF. Many lessons have been learned and have led to the third revised version, CAF 2006. This CAF training will be based on the CAF 2006 version. The training will provide a more in-depth analysis of different aspects such as:

- how to adapt the self-assessment process to your own organisation(s);
- the development of action and improvement plans;
- outlines of CAF training schemes;
- efficient use of e-tools for the CAF;
- the role of the CAF Resource Centre (RC) at EIPA.

**Method:** A mixture of presentations, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

**Objectives:** By the end of the seminar, participants should have a clear understanding of:

- the CAF 2006 quality model itself and the self-assessment process;
- how to set up training at national, regional or organisational level;
- how to launch improvement actions on a short, medium and long-term basis;
- the benefits of e-tools, databases and bench learning; and
- the support they can get from EIPA's CAF Resource Centre.

They should be better prepared to implement the CAF in their own countries and their organisations or be able to assist other organisations in the implementation of the CAF.

Fee: € 800

Language: English & Spanish



## Process Management in the Context of Total Quality Management: CAF and the Relationship with ISO, Business Process Re-Engineering and Lean

Maastricht, 1-3 December 2010

### Target Group:

Trainers as well as quality and change managers involved in introducing quality management techniques and management tools in the public sector (ministries, agencies, regional and local administrations, education, police, healthcare, etc.).

### Description

The Common Assessment Framework (CAF) is a Total Quality Management tool (TQM) specifically designed for the development of TQM in public sector organisations, starting with a self-assessment of their organisational performance. Since its launch in 2000, more than 1800 organisations in many European countries have implemented the CAF.

In the same period, different tools for managing organisations' key processes were discovered by public sector organisations. Techniques such as ISO, Business Process Re-engineering (BPR), Business Process Management (BPM) and Lean management are now being increasingly used. This training will discuss the different approaches, compare their specific characteristics, consider the most appropriate way to use them and relate them to an overall TQM approach. Should the CAF and process management be used in an integrated way or should they be used separately, each approach delivering the benefits it was designed for? In doing so, how can both approaches complement each other?

Cases from different countries will illustrate how the different tools (CAF, ISO, BPR/BPM and Lean) strengthen the performance of public sector organisations.

**Methodology:** A mixture of presentations, specific case studies, experiences and interactive discussions in a combination of workshops and plenary sessions.

**Objectives:** At the end of the seminar participants will be better prepared to implement the CAF and process management (by ISO, BPR or Lean) in public sector organisations and should have a clear understanding of

- the CAF 2006 quality model itself, the self-assessment process and its impact on the organisation;
- the techniques of process management (ISO, BPR, Lean) as used in the public sector;
- the key points of difference in approach, process and benefits;
- their common features;
- how to implement them together.

**Fee:** € 990

**Language:** English



## ORGANISATION

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## DETAILED PROGRAMMES

**Published online as soon as they are available**

### See/Bookmark:

- (activities) <http://www.eipa.eu/en/topics/show/&tid=191>
- (agenda 2010) <http://www.eipa.eu/en/pages/show/&tid=85>

CAF external feedback: <http://seminars.eipa.eu/en/activities09/show/&tid=3632>